

SURVEY OF SERVICES PROVIDED BY _____
(bank/thrift name, city)

As of **today**, which of the following services are offered by your bank/thrift to the general public or other financial institutions independent of other banking/thrift services. Also, indicate whether these services are provided by your bank/thrift, bank subsidiary or thrift service corporation, or bank/thrift holding company; and, if offered through a third party provider, please indicate name of vendor/agent.

| SERVICES OFFERED THROUGH: | BANK/THRIFT | BANK SUBSIDIARY OR THRIFT SERVICE CORPORATION | BANK/THRIFT HOLDING COMPANY | IF THE SERVICE IS OFFERED THROUGH A THIRD PARTY PROVIDER, INDICATE NAME OF VENDOR OR AGENT: |
|--|-------------|---|-----------------------------|---|
| Agent for another financial institution | | | | |
| Appraisal Services | | | | |
| Auto Service Contracts | | | | |
| Attorney Account Financing ⁽¹⁾ | | | | |
| Commercial Leasing | | | | |
| Community Development Corporation | | | | |
| Consumer Credit Licensee (only check if separate subsidiary of bank/thrift or HC) | | | | |
| Consumer Leasing | | | | |
| Courier Service (pick up customer deposits at remote location) | | | | |
| Credit Cards (issued on behalf of own bank/thrift) | | | | |
| Credit Cards (agent issue) | | | | |
| Credit Cards (merchant processing) | | | | |
| Debit Cards | | | | |
| Debt Cancellation Contracts or Debt Suspension Agreements | | | | |
| EDP Servicing | | | | |
| Estate/Financial Planning | | | | |
| Factoring of Accounts Receivable | | | | |
| Foreign Currency Exchange | | | | |
| High Loan-to-Value Loans (over 100%) ⁽¹⁾ | | | | |
| Insurance (agent or 3 rd party) (only check if other than credit-related insurance is sold) | | | | |
| Investment Advice/ Counseling | | | | |

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|---|-------------|---|-----------------------------------|---|
| Mortgage Brokerage | | | | |
| Mortgage Servicing (for others) | | | | |
| Municipal Securities Dealer | | | | |
| Mutual Funds | | | | |
| On-Line Internet Banking Services (transactional) | | | | |
| On-Line Internet Banking Services (information only) | | | | |
| Overdraft Protection Program (as a service rather than a line of credit) ⁽²⁾ | | | | |
| Payday Lending (directly or indirectly through a payday lender) ⁽¹⁾ | | | | |
| Phone Banking Services | | | | |
| Real Property Leasing (only check if leasing space within banking premises) | | | | |
| Remittance Banking (collection of payments for others) | | | | |
| Retail Repurchase Agreements | | | | |
| Reverse Mortgages | | | | |
| Sale of Fixed-rate Annuities | | | | |
| Sale of Variable-rate Annuities | | | | |
| Securities Brokerage (full service) | | | | |
| Securities Brokerage (discount) | | | | |
| Subprime Lending (only check if part of a specific loan program not a random occurrence) ⁽¹⁾ | | | | |
| Tax Planning | | | | |
| Title Insurance Brokerage | | | | |
| Travel Agency | | | | |
| Trust Services | | | | |
| U.S. Government Securities Dealer | | | | |

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|--|-------------|---|-----------------------------------|---|
| Other: (List other services offered below) | | | | |
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⁽¹⁾ If your bank/thrift participates in one of these programs, indicate in the box the percentage of each of these loan segments to Tier 1 capital and reserves as of 12/31/04.

⁽²⁾ If your bank/thrift offers this type of service, describe the fee(s) your institution charges for the service.

Name of person who completed this questionnaire _____ Phone number _____

Email address _____

Date Completed _____

(1) If your bank/thrift is not currently offering a service listed above but has plans to do so within the next year, please indicate below: [NOTE: This should include any plans to convert your HC to a financial holding company or your institution to an S Corporation.]

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(2) If your financial institution is conducting a non-banking activity involving bank-owned property, describe the activity:

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(3) If your bank/thrift participates in the State Treasurer/Louisiana Young Bankers’ Bank-At-School Program, please briefly list your “branch” locations:

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(4) We have begun sending more frequent bulletins and legal advisories via the e-mail address we have on file. If you want this information to go to a different or an additional e-mail address, please provide the appropriate e-mail address(es):

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(5) Please list your EDP Servicer(s) and the name of the program used. Briefly indicate the services provided.

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(6) Please list the provider and a brief description of any outsourcing services provided for your bank/thrift such as Interest Rate Risk Models, Loan Review, Call Report Preparation, etc.

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Please complete this form and return it to the attention of Deputy Chief Examiner Kerry L. Morris at the Office of Financial Institutions, 8660 United Plaza Blvd., 2nd Floor, Baton Rouge, Louisiana 70809, or FAX to 225/ 925-4548 by February 28, 2004. If you have any questions, you may call Ms. Morris at 225/925-4201.